

REMARKS

This Amendment is filed in response to the Office Action mailed on February 14, 2003. All objections and rejections are respectfully traversed.

Claims 1-34 are in the case.

Claims 33 and 34 were added to better claim the invention.

At paragraph 2 of the Office Action claims 1-32 were rejected under 35 U.S.C. §102(b) as being anticipated by Maloney et al., U.S. Patent No. 5,684,870 issued on November 4, 1997, hereinafter Maloney.

The present invention, as set forth in representative claim 1 comprises in part:

A call management method implemented using a call routing engine, the method comprising:

receiving at the engine a first call management message for causing the engine to initiate establishment of one of a first connection and a second connection, the first connection being via a public network and also being between one called device and a calling device, the second connection being via the network and also being among the calling device, the one called device, and another called device, the calling device being previously connected to the another called device via the network prior to receipt of the message at the engine; and

issuing from the engine, in response to the receipt of the first call management message at the engine, a second call management message specifying a DTMF sequence for provision to the network to cause the network to initiate the establishment of the one of the first connection and the second connection.

Maloney teaches the transferring of calls between a plurality of calling centers, and coordinating a voice and a data component. The data contains values that can be used by multiple customer service representatives (CSR), which can be used to aid the

CSRs in responding to a customer's needs after being transferred from a different CSR. By viewing customer data on a transferred data screen, the CSR has needed info directly at hand.

Applicant respectfully urges that Maloney does not show applicant's claimed novel *"issuing from the engine, in response to the receipt of the first call management message at the engine, a second call management message specifying a DTMF sequence for provision to the network to cause the network to initiate the establishment of the one of the first connection and the second connection."*

Applicant's presently claimed invention uses a public network which responds to Dual Tone Multiple Frequency (DTMF) sequences. The public network and local switch resources are controlled as a single virtual switching resource when implementing the call processing features. Applicant claims the network responding to the DTMF sequence to initiate the post-routing network connection. Nowhere in Maloney is the use of a DTMF mentioned in post-routing call processing.

Applicant respectfully urges that the Maloney patent is legally precluded from anticipating the claimed invention under 35 U.S.C. §102 because of the absence from the Maloney patent of Applicant's *"issuing from the engine, in response to the receipt of the first call management message at the engine, a second call management message specifying a DTMF sequence for provision to the network to cause the network to initiate the establishment of the one of the first connection and the second connection."*

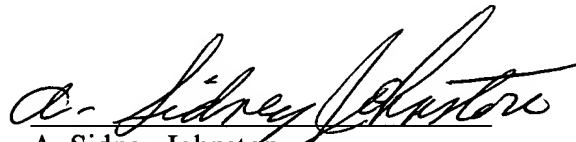
All independent claims are believed to be in condition for allowance.

All dependent claims are believed to be dependent from allowable independent claims, and therefore in condition for allowance.

Favorable action is respectfully solicited.

Please charge any additional fee occasioned by this paper to our Deposit Account No. 03-1237.

Respectfully submitted,

A handwritten signature in cursive script, appearing to read "A. Sidney Johnston", written over a horizontal line.

A. Sidney Johnston
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